



## E911 CALL DETAIL RECORDER SUPPORT POLICY

**Cancels:**

None

**See Also:**

WAC 118-66-050

WAC 118-66-020

RCW 82.14B.030(3)

RCW 82.14B.030(4)

### **E9111 CALL DETAIL SUPPORT POLICY**

E911 Call Detail recorders in accordance with WAC 118-66-050 are eligible for reimbursement as an eligible Enhanced 911 expense. An E911 Call Detail recorder is defined in WAC 118-66-020 as *equipment used to store, record and print Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information for 9-1-1 calls.*

*This policy applies to all Washington State County Public Safety Answering Points (PSAPs) that have operations contracts with the State E911 Office.*

#### **1. Background**

- a. Expenses associated with the components of an E911 Call Detail recorder are shared with wireline and wireless enhanced 9-1-1 services. As such, these expenses may be eligible for reimbursement from enhanced 9-1-1 account funds generated under the statewide wireline enhanced 9-1-1 excise tax (RCW 82.14B.030(3)) and from enhanced 9-1-1 account funds generated under the statewide wireless enhanced 9-1-1 excise tax (RCW 82.14B.030(4)).
- b. Prior to approval of this policy, the State E911 Office has reimbursed for E911 compatible call detail recorders used to store, record and print ANI/ALI information for 9-1-1 calls.

#### **2. Analysis**

- a. A printer shall be equipped at all primary PSAPs to provide a Call Detail Record (CDR) printout at the end of each 9-1-1 call. This is sometimes called a "log" printer.
  1. The printout shall include the following fields at a minimum (National Emergency Number Association NENA-04-001):
    - Trunk seize time
    - Caller's telephone number (including Numbering Plan Area or Numbering Plan Digit)
    - Answer time
    - Answering position number
    - Trunk number
    - Trunk release time
    - Time call was transferred
    - PSAP name or number that the call was transferred to

- Abandoned call indicator
- Date (See note)

2. It is desirable that the record also include:

- Ringing start time
- Time call was placed on hold
- Time call was taken off of hold and by what position number
- ALI

3. It is also desirable that the ANI/ALI controller be able to optionally output the ALI record as a part of the CDR printout. This shall include the name, complete street address, city and Emergency Service Number (ESN).

*Note: The date does not necessarily need to be a part of each record.  
As a minimum, the date shall be printed at least once per page.*

4. It is desirable that the ANI/ALI system has the ability to store CDR records to a data file that can be downloaded onto a floppy drive or other media on demand.

### 3. Decision

- a. The State E911 Office will reimburse eligible county PSAPs for the purchase and installation of the hardware and software components required to support an enhanced 9-1-1 Call Detail recorder subject to the conditions and limitations in this policy. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator. Maintenance or time and materials of a Call Detail recorder should not exceed 10 percent of the original eligible purchase price per contract year. Maintenance for additional component upgrades will be included in the maintenance calculation subject to the following limitations: Upon completion of the component(s) upgrade, the cost of any component(s) upgraded will be subtracted from the original call detail recorder component cost.

Approved by:

  
Robert Oenning, State E911 Administrator

**Distribution:**

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